PROFESSIONAL DEVELOPMENT TRAINING

Managing Difficult Conversations Training

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1.0 DAY COURSE

This Managing Difficult Conversations Training course teaches you the right approach and strategies to manage and turn potentially difficult conversations into positive discussions with positive outcomes.

After completing this course, you will have learned to: establish the intent of a conversation and its desired outcome, manage your body language, create a conversation template and personalized action plan, stay in control of the conversation throughout, speak persuasively, listen actively, use probing techniques and much more.

This comprehensive training course is available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, New York, Orlando, Philadelphia, San Antonio and Seattle.

What You'll Gain:

Managing Difficult Conversations require specialized knowledge and skill development because they are tough to handle without specialized skills. During this training course, participants develop an understanding of where, when, why and how to conduct difficult conversations.

The goal of this course is to empower professionals to be in control of a difficult conversation at all stages of it so that they can achieve the desired outcome. Mastering communication is a necessary skill in the management of human resources, handling of customers, and team management.

Outcomes

After completing this course, participants will have learned to:

- Predict the results of a conversation
- Establish the intent of a conversation
- Identify the desired outcome
- Manage their body language

- Speak persuasively
- Listen actively
- Use probing techniques
- Ask the right questions at the right time
- Establish the purpose of a difficult conversation
- Create a conversation template
- Create a personalized action plan
- Use communication skills to influence and control
- Maintain safety in a conversation
- Choose an appropriate place for a conversation
- Understand and analyze the other person
- Stay in control of the conversation throughout

Modules

Lesson 1: Introduction
- Course Overview
- Learning Objectives

Lesson 2: Choosing to Have the Conversation
- Considering the Consequences
- Establishing Your Frame of Reference
- Establishing Positive Intent
- Identifying the Desired Outcome

Lesson 3: Toolkit for Successful Conversations
- Managing Your Body Language
- Speaking Persuasively
- Active Listening
- Tips for Becoming a Better Listener
- Asking Questions

Lesson 4: Choosing the Time and Place
- Planning it Out

Lesson 5: Framework for Difficult Conversations
- Your Purpose
- Steps for a Difficult Conversation

Lesson 6: Staying Safe
- Mutual Respect
- Common Ground
- Staying in Control

Lesson 7: Testing the waters
- Activity: Write Your Script

Talk to our expert team

Phone:

Email: